Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1.   (Original)   A system for troubleshooting a first computer system, comprising:

a second computer system comprising:

a memory storing:

an electronic document including troubleshooting information;

a set of troubleshooting commands for execution by the first computer system and related to the troubleshooting information of the electronic document, wherein the troubleshooting command set is associated with the electronic document;

a processor for receiving a troubleshooting request from the first computer system and, in response to the troubleshooting request, transmitting the electronic document and access to the troubleshooting command set to the first computer system.

2.   (Original)   The system of claim 1, wherein the troubleshooting command set is embedded in the electronic document.

3.   (Original)   The system of claim 2, wherein the electronic document is formatted using XML format.

4.   (Original)   The system of claim 1, wherein the troubleshooting command set is transferred from the second computer system to the first computer system upon access of the electronic document by the first computer system.

5.   (Original)   The system of claim 4, wherein the troubleshooting command set is automatically transferred from the second computer system to the first computer system and further comprising:

the first computer system automatically executing the transferred troubleshooting command set.

6.   (Original)   The system of claim 4, wherein user confirmation is required for each step of execution of the transferred troubleshooting command set on the first computer system.

7.   (Original)   The system of claim 1, wherein the processor provides an electronic document matching at least a portion of the content of the troubleshooting request.

8.   (Original)   The system of claim 1, wherein the troubleshooting command set includes a remedial assistant agent.

9.   (Original)   A method of troubleshooting a first computer system, comprising the step of:

receiving a troubleshooting request at a second computer system from a first computer system;

in response to the troubleshooting request, transmitting an electronic document from the second computer system to the first computer system, wherein the electronic document includes access to a troubleshooting command set associated with the electronic document.

10.   (Original)   The method of claim 9, wherein the troubleshooting command set is embedded in the electronic document.

11.   (Original)   The method of claim 10, wherein the electronic document is formatted using XML format.

12. (Original) The method of claim 9, wherein the troubleshooting command set is transferred from the second computer system to the first computer system at substantially the same time as transmission of the electronic document.

13. (Original) The method of claim 12, wherein the troubleshooting command set is automatically transferred from the second computer system to the first computer system and further comprising:

the first computer system automatically executing the transferred troubleshooting command set.

14. (Original) The method of claim 12, wherein user confirmation is required for each step of execution of the transferred troubleshooting command set on the first computer system.

15. (Original) The method of claim 9, further comprising the step of:

matching at least a portion of the content of the troubleshooting request with an electronic document at the second computer system; and

wherein electronic document transmitted in the transmitting step is a matched electronic document.

16. (Original) The method of claim 9, wherein the troubleshooting command set includes a remedial assistant agent.

17. (Original) A method of generating an electronic document including troubleshooting information and a set of troubleshooting commands for execution by a first computer system, comprising:

input of troubleshooting information describing a particular problem;

input of a troubleshooting command, wherein the command is adapted for execution by the first computer system to resolve the particular described problem; and

generating an electronic document based on the combined troubleshooting information input and troubleshooting command input, wherein the troubleshooting command is executable by the first computer system.

18.   (Original)   The method of claim 17, wherein execution of the troubleshooting command by the first computer system causes generation of a remedial assistant agent on the first computer system.

19.   (Original)   The method of claim 17, wherein the generated electronic document includes a reference to the troubleshooting command.

20.   (Original)   The method of claim 17, wherein the generated electronic document includes the troubleshooting command integrated in the electronic document.